

# Retail Electric Supplier Complaint Scorecard

May 2021 Through October 2021

## Legend

Lowest Complaint Rate	★★★★★
Lower Than Average Rate of Complaints	★★★★
Average Complaint Rate	★★★
Higher Than Average Rate of Complaints	★★
Highest Complaint Rate	★

## Background

- The following Complaint Scorecard shows how each of the retail electric suppliers' rate of complaints compares to the average rate of complaints for the entire residential market.
- A five-star methodology was implemented on the February 2013 Complaint Scorecard due to the increased number of electric suppliers serving residential customers.

Rank	Supplier	October 2021	September 2021
1	IGS	★★★★★	★★★★★
2	Green Mountain Energy	★★★★★	★★★★★
3	National Gas & Electric	★★★★★	★★★★★
4	Public Power	★★★★★	★★★★★
5	Frontier Utilities Northeast	★★★★★	★★★★★
6	American Power & Gas of IL, LLC	★★★★★	★★★★★
7	Starion Energy PA Inc.	★★★★★	★★★★★
8	ENGIE Power & Gas LLC ** ‡	★★★★★	★★★★★
9	ResCom Energy	★★★★★	★★
10	MidAmerican Energy Services	★★★★★	★★★★★
11	Everyday Energy. LLC d/b/a Energy Rewards	★★★★★	★★★★★
12	South Bay Energy Corp. ‡	★★★★★	★★★★★
13	Josco Energy II Llc ‡	★★★★★	★★★★★
14	Constellation	★★★★★	★★★★★
15	Homefield Energy	★★★★★	★★★★★
16	Nordic Energy Services	★★★★★	★★★★★
17	Dynegy	★★★★★	★★★★★
18	MC Squared Energy Services	★★★★★	★★★★★
19	Vista Energy Marketing, L.P.	★★★★	★★★★
20	Inspire Energy Holdings LLC	★★★★	★★★★★
21	Ambit	★★★★	★★★★
22	Viridian Energy PA LLC	★★★★	★★★
23	Direct Energy Services	★★★★	★★★★
24	Star Energy Partners LLC	★★★★	★★★★
25	AEP	★★★★	★★★★
26	Eligo Energy IL, LLC	★★★★	★★★★
27	Reliant Energy Northeast d/b/a NRG Retail Solutions	★★★★	★★★★
28	IDT Energy	★★★★	★★★
29	Energy Harbor	★★★	★★★
30	Just Energy f/k/a Commerce d/b/a Tara Energy	★★★	★★★
31	Residents Energy	★★★	★★★
32	Spark Energy	★★★	★★★
33	Rushmore Energy	★★★	★★★
34	Energy Plus Holdings LLC	★★★	★★★
35	Cleanchoice Energy f/k/a Ethical Electric	★★★	★★★
36	Liberty Power	★★★	★★★
37	Xoom Energy Illinois, LLC	★★	★★★
38	Tomorrow Energy Corp	★★	★★
39	Santanna Natural Gas Corporation	★★	★★★
40	Engie Retail d/b/a Think Energy	★★	★★

Rank	Supplier	October 2021	September 2021
41	Energy Services Providers d/b/a Illinois Gas & Electric	★ ★	★ ★
42	Great American Power, LLC	★ ★	★ ★
43	Smart Energy Holdings, LLC	★ ★	★ ★
44	Clearview Electric	★ ★	★ ★
45	Indra Energy ***	★ ★	★ ★
46	Stream Energy Illinois, LLC	★ ★	★ ★
47	North American Power and Gas	★ ★	★ ★
48	Pure Energy USA II, LLC	★ ★	★ ★
49	Hero Power	★	★ ★ ★ ★ ★
50	Park Power	★	★ ★
51	Mega Energy	★	★
52	RealGY	★	★
53	RPA Energy Inc.	★	★
54	Sfe Energy Illinois, Inc	★	★
55	Alpha Gas & Electric, LLC	★	★
56	Major Energy	★	★
57	Switch Energy, LLC	★	★
58	Atlantic Energy	★	★

#### Notes

- The suppliers are scored into five groupings of approximately equal size based on a six-month rolling average of complaint rates per 1,000 customers relative to other companies.
- These figures are updated monthly and are based on all informal complaints the ICC has received, irrespective of whether or not the supplier was determined to be at fault or adequately resolved the customer's complaint.
- In many cases, the ICC's informal complaint process adequately addresses the customer complaints with quick resolution by the supplier.
- Significant changes in the complaint ratio may occur from month to month for smaller suppliers based on only a few complaints.
- This complaint summary should be viewed as only one measure of the customer service provided by the suppliers.
- You may wish to also review other resources regarding a supplier's customer service such as the Better Business Bureau.

‡ Supplier had fewer than 200 residential customers for a portion of the six-month reporting period.

\*\* Supplier was formerly known as Plymouth Rock Energy, LLC

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